**PROFESSIONAL SUMMARY:**

* More than 6+ years of diverse experience in Information Technology with emphasis on Quality Assurance, Manual Testing, Automation Testing of Web and Client/Server applications in multiple industries including Retail, Banking and Finance.
* In depth knowledge of Business processes using Software Development Life Cycle (SDLC) – RUP, AGILE methodologies.
* Strong experience in Retail, Point of Sale (POS) Applications, including Front-end Web Testing for E-Commerce, Inventory, and check-out/registers.
* Hands on experience in using HP ALM, Microsoft Test Manager and have knowledge on IBM’s Rational Tool -Rational Clear Quest.
* Expert level understanding of Software Testing Life Cycle (STLC).
* Extensively involved in Smoke, Black-box, White-box, Integration, GUI, Functional, System and ETE testing and assisted UAT.
* Used TestComplete for Regression Cycles.
* Developed test cases for business processes & transaction of SAP SuccessFactors application.
* Proficient in analyzing business requirements, functional specifications, use case documents, business process diagrams and design documents to understand the functionality and architecture of the application and to ensure customer needs are clear, consistent and testable.
* Excellent knowledge on testing backend data of SuccessFactors application.
* Expertise in developing Test Plans, Test Cases and Test Deliverables.
* Expertise in Automation Testing with HP Suite (Quick Test Pro (QTP), Quality Center).
* Proficient in automation testing and test management using HP UFT/Quickest Pro (QTP).
* Comprehensive knowledge of Unified Modeling Language (UML).
* Familiar with Cucumber, Selenium Web Driver, Selenium commands and x-path.
* Experience in conducting various types of System and Integration testing for an E-commerce web based application.
* Experience with Quality Center/HP ALM, JIRA, and Custom Bug Tracking Tools.
* Proficient in interpreting and calculating Test Metrics to endure the testing efforts and progress.
* Analyzed Test results, Logged and tracked Defects using JIRA & HP ALM.
* Involved in different walkthroughs like Requirement, Design and JAD Sessions.
* Experienced in constructing RTM, User Manuals and Installation Guide.
* Very good understanding of the OOP concepts, JAVA, XML, .Net technologies.
* Strong working experience in various databases such as Oracle, MySQL, SQL Server and MS Access.
* Developed and executed SQL queries for Backend Testing.
* Ability to prioritize tasks based on the management’s expectation to meet the Project deadlines and Deliverables.
* Expert in strategic planning, delivering Status Reports, Summary Report and able to work in critical schedules.
* Excellent problem solving, HR activities and analytical skills, experienced with group projects, desire and ability to learn and apply new technologies.
* Self motivated, detail oriented, quick learner and capability to perform well under pressure.
* Maintain excellent communication skills in working with both technical and non-technical teams.
* Possess excellent interpersonal skills, effective written & oral communication, and presentation skills.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Testing Tools** | HP Tools |
| **Languages** | PL\SQL, SQL, VBScript , Java, C++, HTML, XML |
| **Web Tools** | HTML, XML, XSL, AJAX, Flex, Lotus notes |
| **Databases** | Oracle , MySQL, SQL Server, DB2, MS Access |
| **Platforms** | Windows , DOS, Unix, Linux |
| **Methodologies** | Agile, Waterfall |
| **Bug Management Tools** | ALM, Rational Clear Quest, HP Quality Center, Test Director, Bugzilla, Jira, Rally |
| **Version Control Systems** | CVS, VSS, Rational Clear Case |
| **Test Strategies** | Integration, System, Regression, User-Acceptance, White Box Testing, Black Box Testing, SQA Basic |
| **Quality Assurance Tools** | Quick Test Pro(QTP)/UFT, Quality Center/ALM, Clear Quest, Selenium IDE, SOAP UI |
| **Business Modeling Tools** | Rational Rose, Rational Software Architect, Microsoft Visio |

**PROFESSIONAL WORK HISTORY:**

**South West airlines - Dallas, TX Oct 2015 – Apr 2017**

**Quality Analyst**

South West Airlines is a major US Airline and the world's largest low cost carrier. As a Senior QA Analyst, I lead testing of the IVR (Interactive Voice Response) application; an automated telephony system that interacts with callers, gathers information and routes calls to the appropriate recipient. I also play a key role in analyzing the quality of Automatic Outbound Message (AOM) & Flight Status Message (FSM). Along with IVR, I am also involved in testing for Southwest Airline's multi-year strategic reservation system program, the Lone Star Project. The primary goal of this project is to move to a single reservation system that will serve all of Southwest Airline's strategic plans in a more cost-effective way.

**Responsibilities:**

* Lead tester for IVR (Interactive Voice Response) application; an automated telephony system that interacts with callers, gathers information and routes calls to the appropriate recipient
* Defects identified contributed to alleviating end user grievances while using Southwest Contact Centers; resulting in improved customer service and reduced cost.
* Play a key role in analyzing the quality of Automatic Outbound Message (AOM) & Flight Status Message (FSM)
* Involved in testing SuccessFactors modules like onboarding, workforce planning and employee engagement
* Carried out Regression testing and automation testing for the system under test.
* Wrote test scripts in QTP to test different functionalities of SuccessFactors modules and reported the burg if found using Quality Center.
* Responsible for reviewing unit test cases, functional test cases, performance test cases, project plan, estimations, defects and reports. Document any open issues and communicate the team accordingly.
* Involved in all aspects of testing like development of test plans and test cases, integration, regression, functional and acceptance testing; and maintaining traceability matrices.
* Attended project level meetings and represented the QA team's issues, status and reports. Project managers, technical leads, business Analysts, external team project managers, external team technical leads and business owners, stakeholders of the application usually attend these meetings.
* Managed defects and organized weekly defect review meetings to ensure that immediate and high defects are resolved with due attention to medium and low defects.
* Managed change controls in the project for any changes in the requirements that were created after the approvals
* Performance testing using JMeter
* Performed data validation using SQL Queries

**Environment:** UFT 12.5, HP ALM, QTP, SQL SERVER 2008, Success Factor, Microsoft Test Manager, UNIX, SOAP UI, JUnit, JSON, Windows XP, JSP, java, IE, Firefox, Google chrome, safari.

**Boston Scientific - Marlboro, MA Feb 2014 – Aug 2015**

**QA Analyst**

**Description:**

The SAP SuccessFactors Message Enhancement is an upgrade project for which existing functionality changes as per the business requirements in HRIT. This project gets the demographic data changes related to employees in Boston Scientific from SAP SuccessFactors to the target systems through ETL/EAI.

**Responsibilities:**

* Reviewed Functional design document and Software Specification Requirements to achieve better understanding of the Application.
* Prepared Test Plan, test Cases, Test scripts and Test data for the application as well as for the database verification based on the functional requirements.
* Identifying and designing the end to end test scenarios and involved in regression and retesting of the scenarios.
* Created and executed test cases based on test strategy and test plans based on ETL mapping document
* Tested number of complex ETL mappings, mapplets and reusable transformations for daily data loads.
* Developed SQL queries /scripts to validate the data such as checking duplicates, null values, truncated values and ensuring correct data aggregations.
* Delivered comprehensive test cases and tested extensively to ensure bug-free delivery within the scheduled timeline.
* Performed back end testing on Oracle Database by writing SQL queries.
* Executed test scripts for the interfaces related to the modules Payroll, Benefits, Compensation in SuccessFactors through Rational Quality Manager which is an IBM test management tool.
* Tested ADP payroll interfaces on W2 and W4 forms and corepay interface to calculate allowances.
* Raised defects through RQM for the failed regression test scenarios.
* Peer reviewed the test scripts which have been executed by other team members in the project.
* Participated in weekly/daily assessment meetings and defect calls with business analysts and developers.
* Developed SQL scripts to perform Backend Testing.
* Maintained and managed QA Documentation and Automation Scripts in Quality Center.
* Logged Defects using Rational ClearQuest, tracked the defects assigned to the Dev. team.
* Coordinated with PM/BAs for QA Sign-off for Test Plan, Test Cases and Test Deliverables.

**Environment:** SAP Success Factors Employee Central, Informatica 9.6.1(ETL), Oracle 11g, XML, RQM (Rational Quality Manager)

**Rent-A-Center - Plano, TX May 2012 – Dec 2013**

**QA Analyst**

**Responsibilities:**

* Responsible for facilitating the testing activities related to Rent-A-Center's HR/Finance systems transformation and Integration implementation. Test activities will include HR and Finance business processes and their integration with other inbound and outbound systems/interfaces that are on premise and cloud based.
* Integration and Application UAT testing of SAP Success factor using HP ALM.
* Work with internal Rent-A-Center teams, business/technology leaders, enterprise architects, end-users and external vendors to gather test requirements and develop test strategy, test plans for systems integration testing, UAT and end-to-end testing.
* Responsible for all testing activities: integration testing (Success Factors), Regression and Smoke testing
* Write, evaluate, execute and verify testing documentation including: test plans, test strategies, test case creation, traceability matrices, and test summary reports.
* Use manual methods and automated tools to test Web Services, ESB based integrations, client/server Integration & ETL flows.
* Use SDLC and Agile methodologies as applicable to verify Business Owners acceptance criteria.
* Accountable for tracking of all defects, resolution, reporting and escalation of risks identified during testing to QA leads.
* Understand the requirements for Success Factors Pilot Implementation
* Understanding the integration between Success Factor and Dell Boomi
* Performed end to end HtR process testing. Also, tested the associated custom reports.
* Experience in working on multiple middleware applications, including expert level knowledge with Mule Soft, Informatica, Boomi as well as experience in project leadership, detailed requirements analysis, test design, test execution and deployment.
* Strong testing experience in HR related applications such as Recruiting & Onboarding System/ Payroll/Time management system/Success Factors
* Providing leadership and strategic guidance for developing KPI, Critical Success Factors (CSF), communication plans and reports for Problem Management.
* Data migration and migration to Success Factors application.
* Strong Knowledge in SAP HR E2E business processes. Experience in doing integration testing between HR, Payroll and Finance postings. Functional and technical knowledge of SAP HR module.
* Extensive knowledge of architectures and technical standards, layered systems architectures and layered solutions and designs; extensive understanding of shared software concepts.

**Environment:** Success Factors - EC, ECP, WFS, Fiori, Dell Boomi, Informatica, Oracle 11g/12c, HP ALM 12.00, SFTP

**Frontier Airlines,Denver, CO Feb 2011 – March 2012**

**Mobile QA Analyst**

**Description:**

Frontier Airlines is Denver based Airlines Company which believes that travel should be for everyone and tries to maintain a low cost travel.

I am responsible for daily testing of Web, iOS, Android, and Safari desktops of Flyfriontier.com website as well as mobile apps. I perform regression, functional and smoke testing.

**Responsibilities:**

* Works on Agile(scrum) methodology for various projects related with Airlines
* Analyze business requirements and created manual test plans, test cases and executed test cases for web based applications and Mobile Apps
* Design and develop tests scripts for manual testing for testing purpose of Corp site
* Create requirements traceability matrix to track the requirements and test cases
* Document the defect using Visual Studio and tracked them by communicating and coordinating with the developers as well as the support groups
* Log defects in MTM (Microsoft Test Manager) and follow complete Defect Lifecycle until the bugs were fixed.
* Perform Regression testing upon new point releases software to make sure that the previously tested system functionality is intact after enhancements and no new bugs are introduced
* Implement high level test cases to run Smoke Test and check the working of the functionality
* Responsible for collecting and analyzing the test metrics and then submitting the reports, which keep track of the status and progress of the testing
* Write queries in SQL using HeidiSQL for back-end testing to ensure that customer information are stored in database
* Perform end to end testing for checking customer ticket purchasing and pulling the PNRs from sky speed.
* Involve in Build release methodology to ensure the quality of the project related with Frontier's websites
* Participating in retrospective meetings to discuss and analysis the outcome of the projects
* Daily testing of Web, IOS, Android, and Apple desktop, and Mobile Apps.
* Validated daily reports generated from POS applications and analyzed them to ensure accuracy.

**Environment:** Internet Explorer, IE11, Safari desktop, Chrome, Firefox, Windows XP, Visual Studio, MTM, ZOHO, and Excel